

FIG. 1

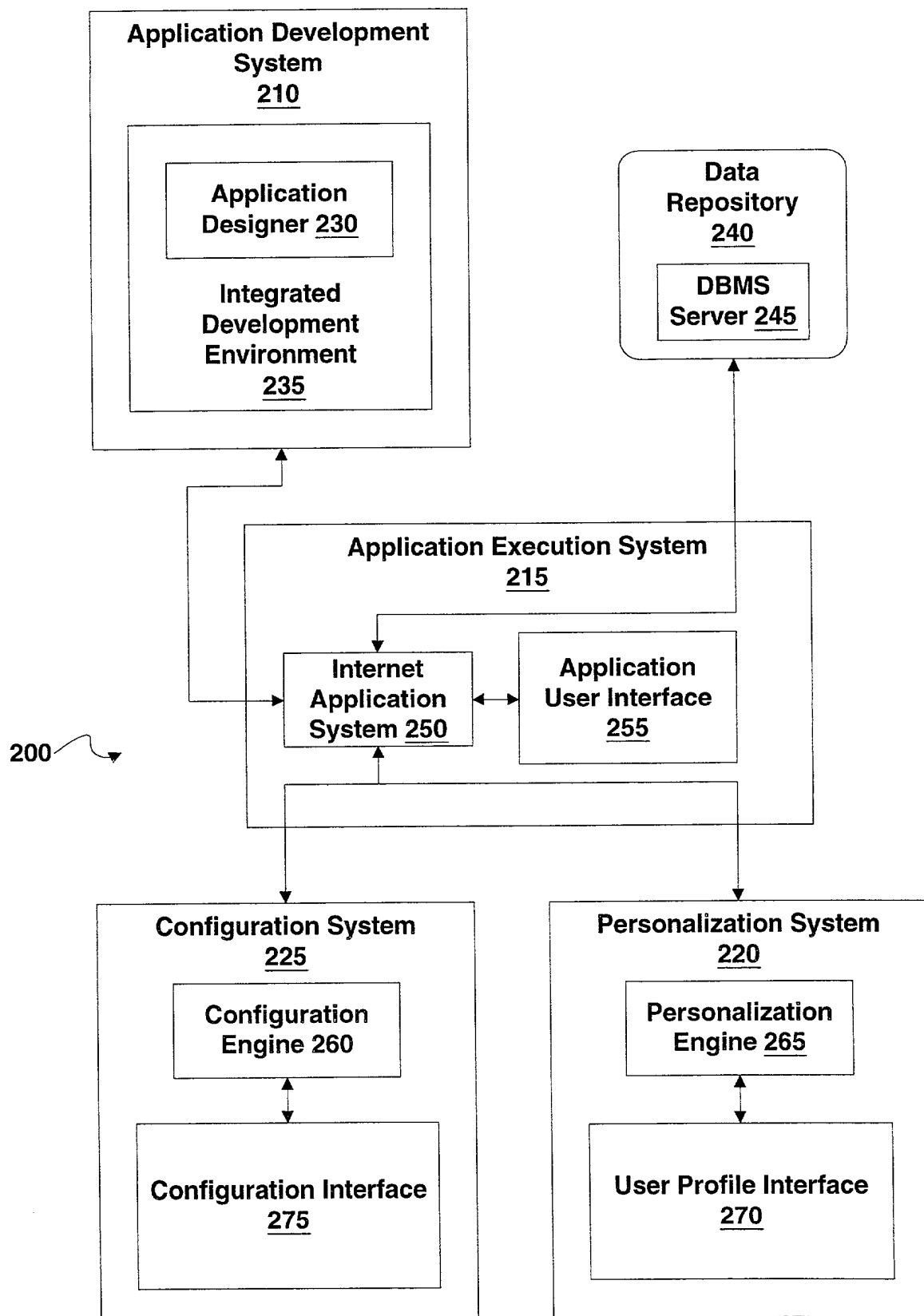
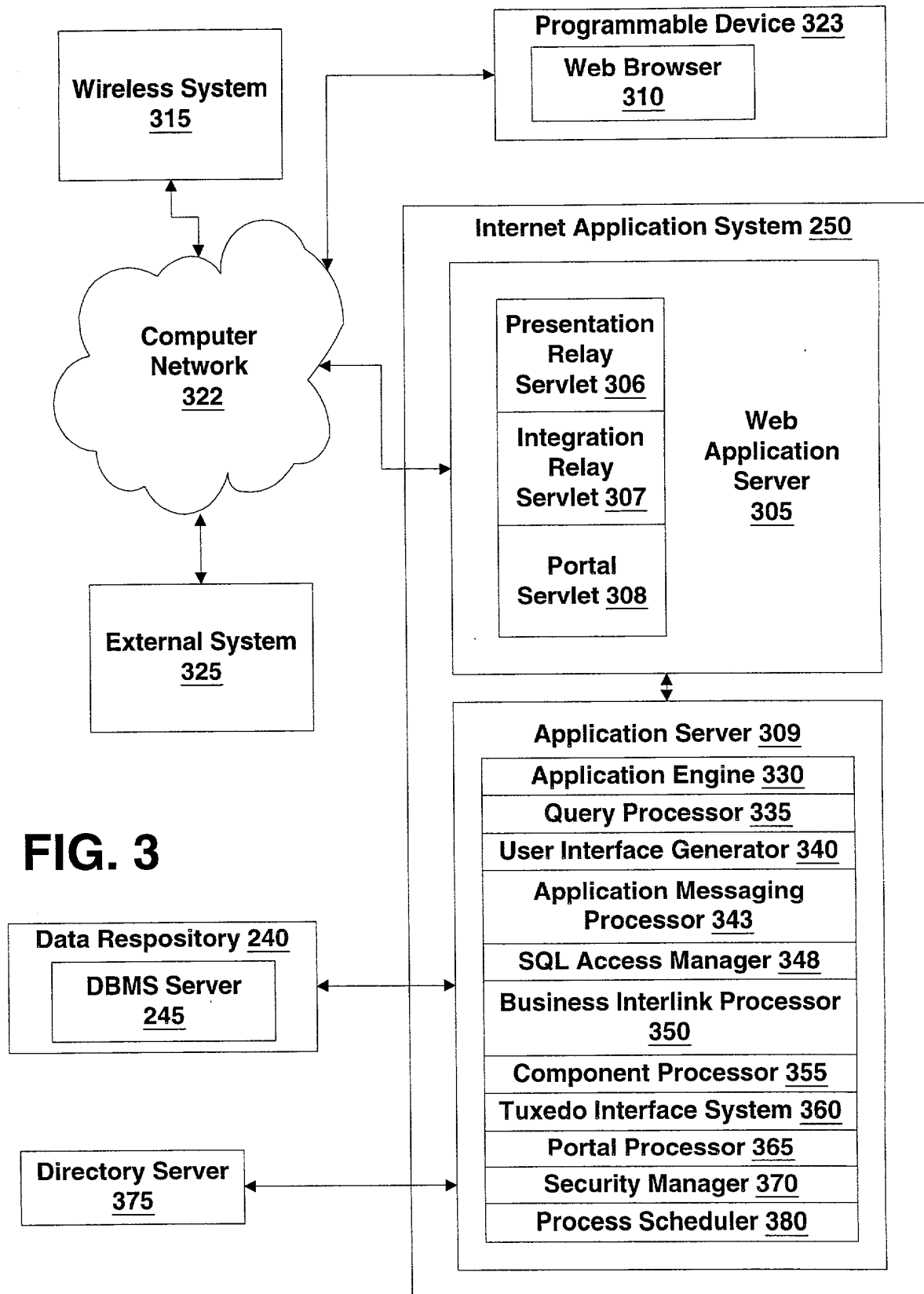


FIG. 2



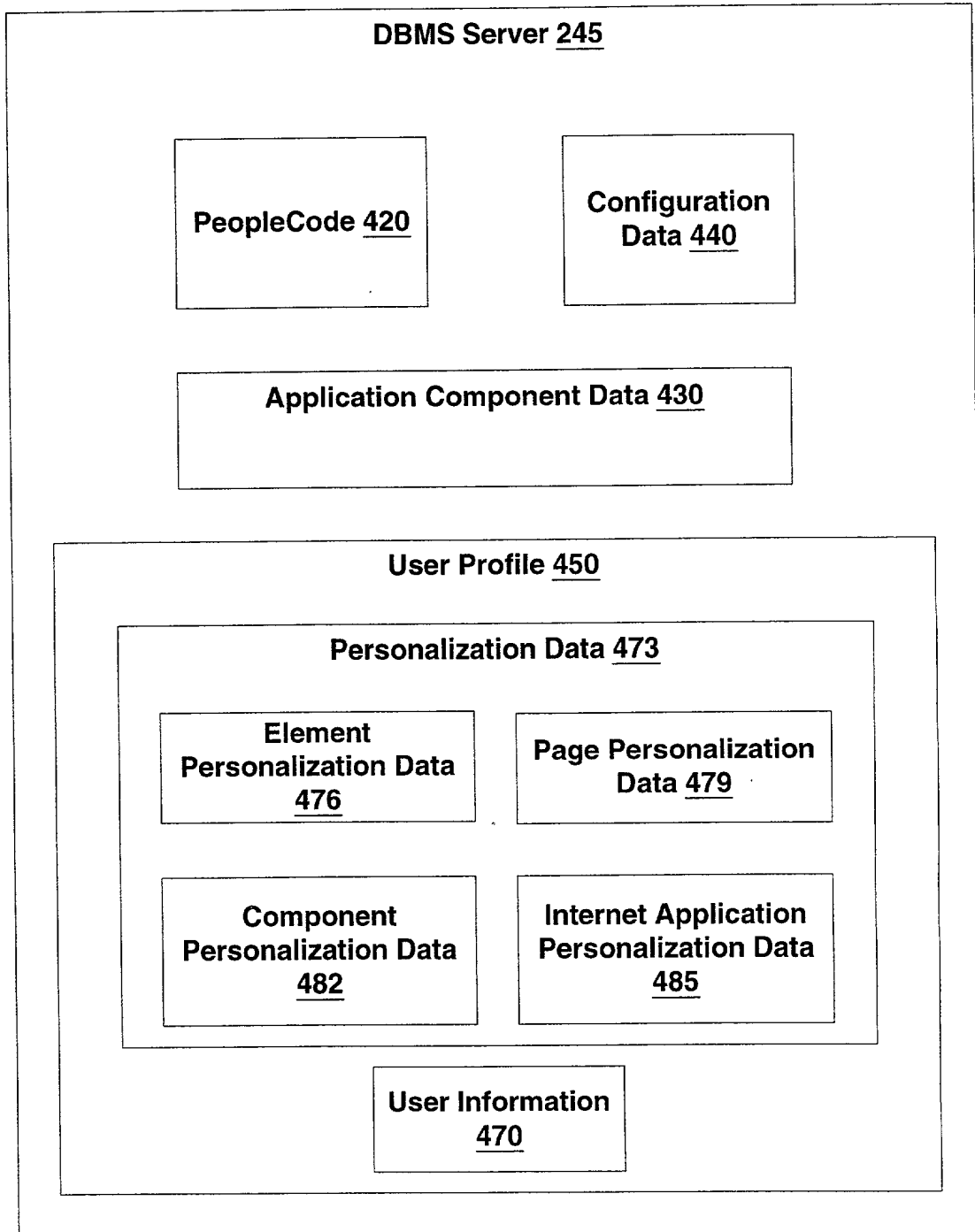


FIG. 4

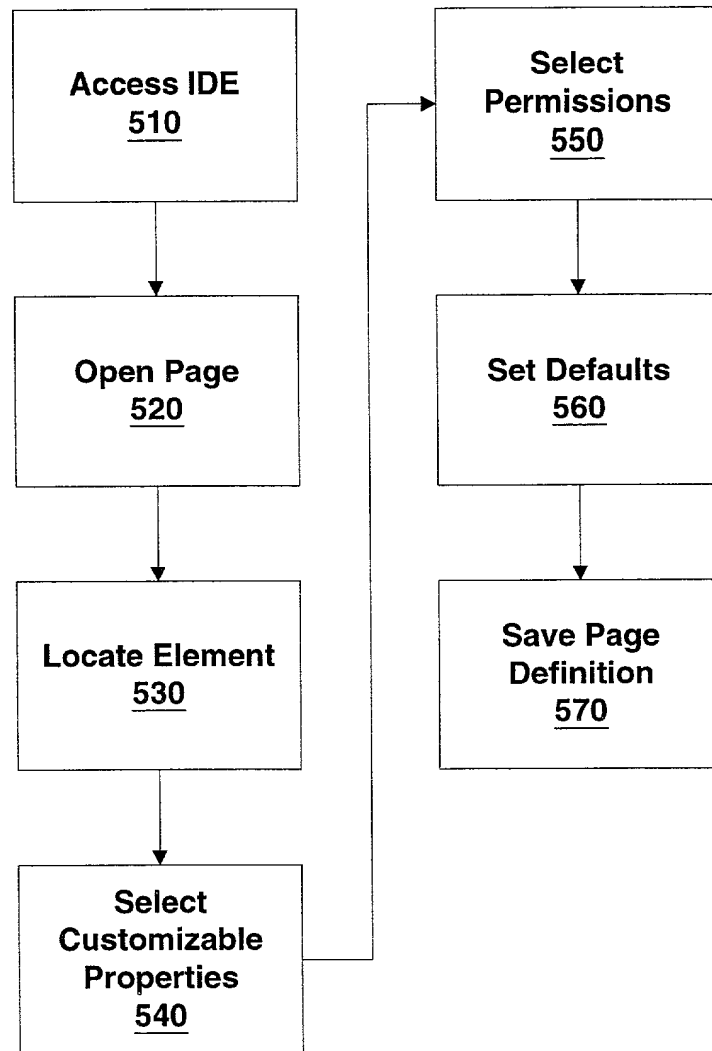


FIG. 5

660

Application Designer - Untitled - RC_CASE_HIDENG (Page)

File Edit View Insert Build Debug Tools Layout Go Favorites Window Help

610

RC_CASE_HIDENG (Page)

Page Designer Order

Name	Business Unit	Business Unit	Business Unit
Department	Location	Location	Location
Phone Type	Phone	Phone	Phone
Email Type	Email	Email	Email
Preferred Contact Method	Preferred Contact Details	Preferred Contact Details	Preferred Contact Details
All Contact			
Product	Source	Source	Source
Asset Tag			
Summary			
Description			
Summary			

620

650

640

Build Find Object References Upgrade Results Validate

Really

Fig. 6

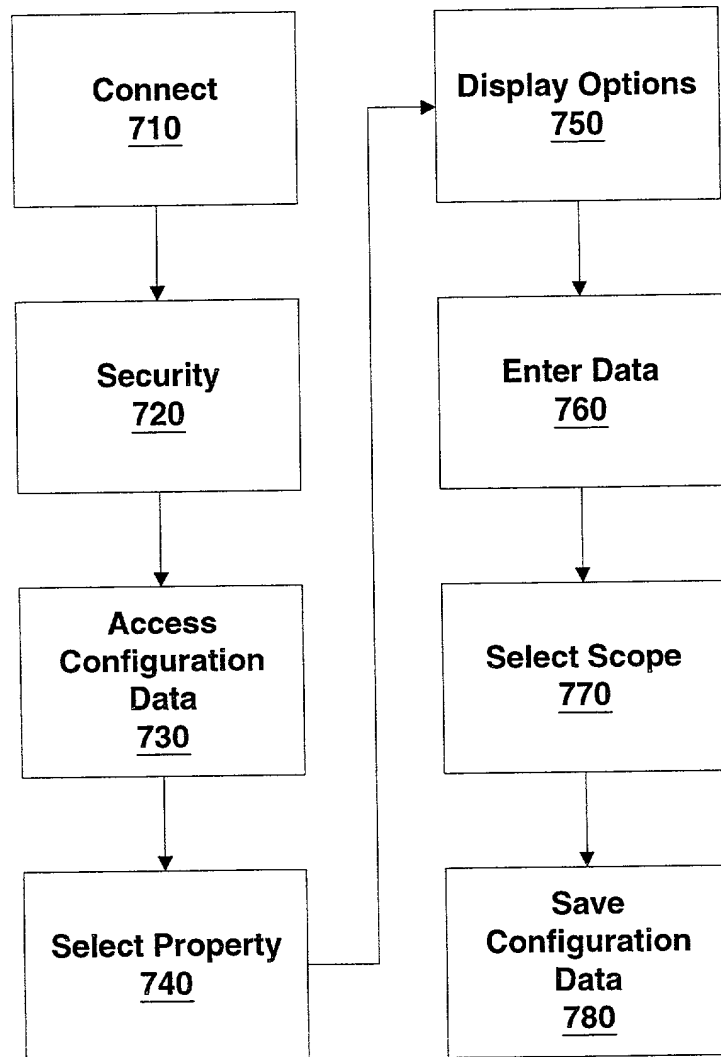


FIG. 7

Administer Personalization Opt - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History

Address http://localhost:7001/servelets/ken/service/peoplesoft8/cond=state

Home New Window Help

Home > PeopleTools > Maintain Security > Use > Administrator Configuration

Administrator Configuration Options

Option	Description	Image	Enable Option	Allow User Value	Default Value
ACCESS Accessibility Features			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
ADBTN Tab over AddDel Buttons (+/-)			<input type="checkbox"/>	<input type="checkbox"/>	
ADES Afternoon designator (PM, pm)			<input checked="" type="checkbox"/>	<input type="checkbox"/>	
CALBTN Tab over Calendar Button			<input type="checkbox"/>	<input type="checkbox"/>	
CSYM Currency Symbol			<input checked="" type="checkbox"/>	<input type="checkbox"/>	
CSYMP Currency Symbol Position			<input checked="" type="checkbox"/>	<input type="checkbox"/>	
DCSP Decimal Separator			<input type="checkbox"/>	<input type="checkbox"/>	
DFRMT Date Format			<input checked="" type="checkbox"/>	<input type="checkbox"/>	
EXPENT Expert Entry			<input checked="" type="checkbox"/>	<input type="checkbox"/>	
GRDTAB Tab over Grid Tabs			<input type="checkbox"/>	<input type="checkbox"/>	
HDRICN Tab over Header Icons			<input type="checkbox"/>	<input type="checkbox"/>	
LKPBTN Tab over Lookup Button			<input type="checkbox"/>	<input type="checkbox"/>	
LITZONE Local Time Zone			<input checked="" type="checkbox"/>	<input type="checkbox"/>	
MDES Morning designator (AM, am)			<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Done Local intranet

FIG. 8

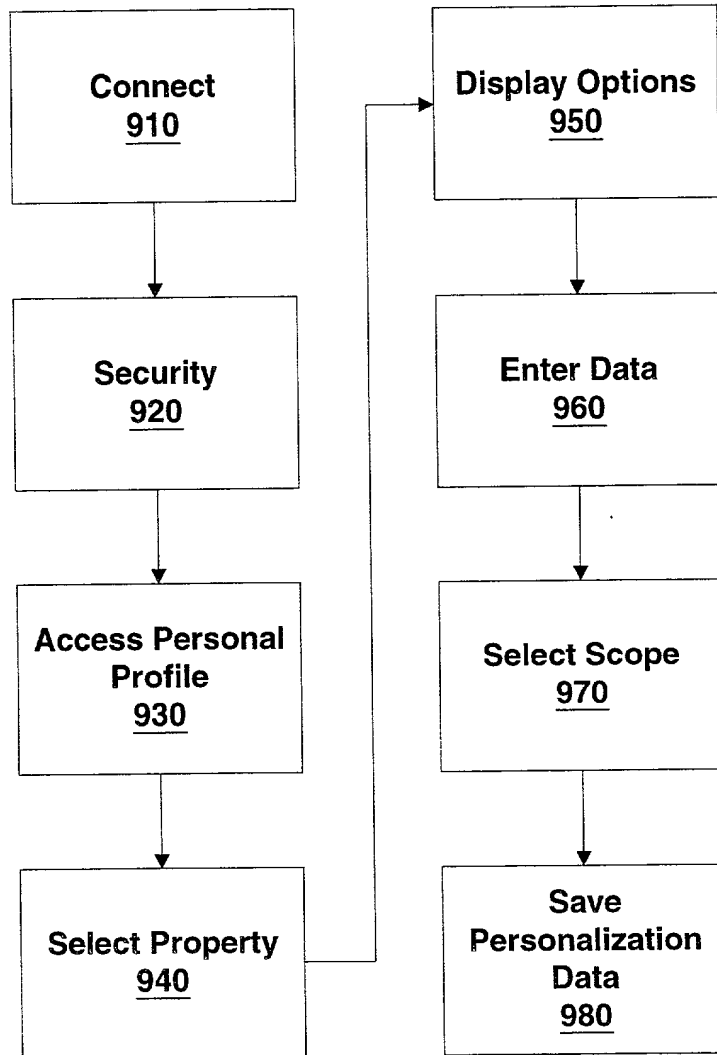


FIG. 9

Shell Service User Profile - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History Favorites

Address http://localhost:7001/servlets/clientServlet?peopleSoftCmd=start&

Home New Window Help Sign Out

General Profile Information

Opriid for CRMSKT, CRMQABAK

Password

Change password

Change or set up forgotten password help

Personalization

Changes to Personalization settings require you to log off and log back on in order to take effect.

My preferred language for reports and email is: English

Currency Code: \$

Set Personalizations

Email

E-mail Address:

Alternate User

If you will be temporarily unavailable, you can select an alternate user to receive your routings

Alternate User ID: 1005

From Date: 1010

To Date: 1020

Miscellaneous User Links

Local Intranet

FIG. 10A

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Sell Service User Profile - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History Favorites Home Local intranet

Address http://localhost:7001/services/client/service/peoplesoft?cmd=start&

Personalization

Option	Default Value	Override Value
Accessibility Features	No	<input type="checkbox"/> Explain
Afternoon designator (PM, pm)	PM	<input type="checkbox"/> Explain
Currency Symbol	\$	<input type="checkbox"/> Explain
Currency Symbol Position	Leading	<input type="checkbox"/> Explain
Decimal Separator	.	<input type="checkbox"/> Explain
Date Format	MM/DD/YYYY	<input type="checkbox"/> Explain
Date Separator	/	<input type="checkbox"/> Explain
Local Time Zone	Pacific Time, Tijuana	<input type="checkbox"/> Explain
Morning designator (AM, am)	AM	<input type="checkbox"/> Explain
Multiple Row Insert	Yes	<input type="checkbox"/> Explain
Save Confirmation	Yes	<input type="checkbox"/> Explain
Save Warning	Yes	<input type="checkbox"/> Explain
Time Format	h mm ss (8 05 AM)	<input type="checkbox"/> Explain
Time Separator	:	<input type="checkbox"/> Explain
Thousand Separator	,	<input type="checkbox"/> Explain
Use Local TimeZone	Yes	<input type="checkbox"/> Explain

New Window View Worksheet Help

830

Fig. 10B

1030

1060

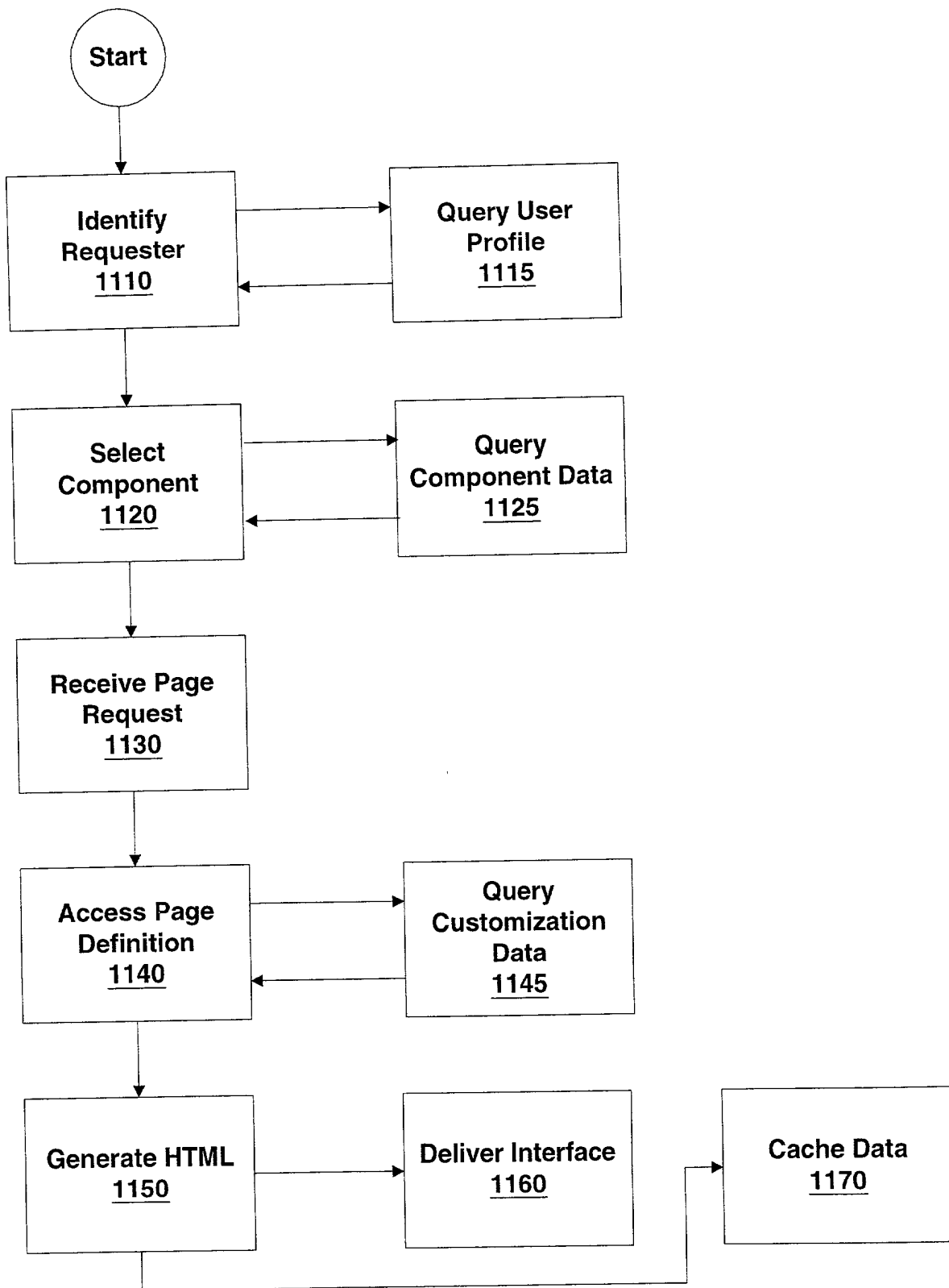


FIG. 11

10032216 1400400E

Application Designer - Untitled - RC_CASE_HD.ENG (Page)
File Edit View Insert Build Debug Tools Layout Go Favorites Window Help

RC_CASE_HD.ENG (Page)

Order

1220 1230

12403

512403

LV	Label	Type	Field	Record	Display Control	Related Field	Control Field	Page Field
1	0	SubPage	EMP INFO GBO	DERIVED RC C				CUST INFO
2	0	Employee Informal	EMPL ID	DERIVED RC C				
3	0	Email	CASE CONTACT	RC CASE				
4	0	Contact ID	NAME SEARCH	DERIVED RC C				
5	0	Name	PERSON ID	RC DRILDOWN				
6	0	Person ID	RC BU DESCR	DERIVED RC C				
7	0	Business Unit	BUSINESS UNIT	RC CASE				
8	0	Business Unit	DEPTID	RB WORKER			4	
9	0	Department	LOCATION	RB WORKER			4	
10	0	Location Code	PHONE TYPE	DERIVED RC C				
11	0	Phone Type	PHONE	RC CASE				
12	0	Phone	BUSINESS UNIT	DERIVED RC C				
13	0	Business Unit	PHONE	DERIVED RC C				
14	0	Phone	EXTENSION	DERIVED RC C				
15	0	Extension	E ADDR TYPE	DERIVED RC C				
16	0	Email Type	E ADDR	RC CASE				
17	0	Email	EMAIL ADDR	DERIVED RC C				
18	0	Email	RC CONTACT	MRC CASE				
19	0	Preferred Contact	RC CONTACT 1	DERIVED RC C				
20	0	Preferred Contact	RC CONTACT 1	RC CASE				
21	0	Contact Details	CONTACT ID	RC CASE				
22	0	Alt Contact	ALT NAME SEA	RC ALT CNTC			22	
23	0	Alt Contact	PROBLEM INFO	DERIVED RC C				PROBLEM IN
24	0	Problem Informatic	RC PRODUCT 1	DERIVED RC C				
25	0	Product	PRODUCT ID	RC CASE				
26	0	Product						

Build Find Object References Upgrade Results Validate

Ready

1250
1210A
1210B
1210J
1210K
1210R
1210Z

1200
Fig. 12

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://localhost:7001/services/clientservice/peoplestat/cand-stat

Home Help Sign Out

Address Info

Address Set: 1

Address Detail

Effective Date: 07/25/2001 1310

Address Type: Business 1340

Description: 1330

Country: USA 1320

Address 1: PeopleSoft Parkway

Address 2:

Address 3:

City: Pleasanton

Country: CA 1350

State: California

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1

Status: Active

Address ID: 1208

Postal: 94505

Submit

Phone Info

Phone Type: Description Primary Prefix Int'l Telephone

Business: [X] 001 925 694 9479

Phone Extension

Done Local Intranet

FIG. 13A

1003226-4000000

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History Favorites Home

Address: http://localhost:7001/services/clientService/peopleSoft7cmd=star&

Address Info

View All First 1 of 1 Last

*Address Set: 1

Address Detail

View All First 1 of 1 Last

*Effective Date: 07/25/2001 **1360**

*Status: Active

*Address Type: Business

*Address ID: 1208

Description:

Country: USA United States **1320**

Address 1: PeopleSoft Parkway **1330**

Address 2:

Address 3:

City: Pleasanton

County: CA California

State: CA

Time Zone: PST Pacific Time, Tijuana

Postal: 94505

Last Modified: 07/25/2001 2:36PM PDT VP1

☐ Submit

Phone Info

View All First 1 of 1 Last

*Phone Type: Description Primary Telephone

*Phone Prefix: Int'l Prefix

*Business: Desk ☒ 9001 925 694 9479

*Phone Extension: ☐

Local intranet

Fig. 13B

Address Detail	
1310	*Effective Date: 07/25/2001
255	*Address Type: Business
	Description:
	Country: USA United States
1350	Address 1: PeopleSoft Parkway

FIG. 13C

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://localhost:7001/services/clientservlet/peoplesoft8?cmd=state

Home View All First Last

Address Seq: 1

Address Detail

*Effective Date: 07/25/2001

*Address Type: Business

*Status: Active

*Address ID: 1208

Description:

Country: USA United States

Address 1: PeopleSoft Parkway

Address 2:

Address 3:

City: Pleasanton

County:

State: CA California

Postcode: 94505

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1

Submit

Phone Info

View All First Last

Phone Type Description Primary Prefix Int'l Telephone Phone Extension

Business Desk 001 925 694 9479

ja:script:DatePrompt_main2('RB_PERSON_ADDR_EFFDT(\$0, 'RB_PERSON_ADDR_EFFDT(\$prompt\$0, '150', false);

Local intranet

1310

1340

1350

255

1330

1320

1335

FIG. 13D



[Faint handwritten notes at the bottom of the page]

© View World's

Option	Default Value	Override Value	
Accessibility Features	No		Explain
Tab over Add/Enter Buttons (+)	No	+	Explain
Afternoon designator (PM, pm)	PM	1370	Explain
Tab over Calendar Button	No	[12]	Explain
Currency Symbol	\$		Explain
Currency Symbol Position	Leading		Explain
Decimal Separator	MM/DD/YYYY		Explain
Date Format			Explain
Date Separator			Explain
Local Time Zone	Pacific Time, Hawaii		Explain
Morning designator (AM, am)	AM		Explain
Multiple Row Insert	Yes	+	Explain
Save Confirmation	Yes		Explain
Save Warning	Yes		Explain
Time Format	h:mm:ss:SS:US AM		Explain
Time Separator			Explain
Thousand Separator			Explain

FILE 613E

Thyroid gland

निम्न

1003221 1400000

Permission Lists - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Home

Address http://localhost:7001/services/peopletools/peopletools/permissions

Home > PeopleTools > Maintain Security > Usage > Permission Lists

General Pages PeopleTools Process Sign-on Times

Permission List ALLPANELS

Description All Panels

Menu Name	Find	View	Print	First	Last
ADMINISTER_SECURITY	1495	1430	1440	1460	+
APPLICATION_ENGINE	1420A				+
APPMONITOR	1420B				+
CALLCENTER					+
CI_C_PAGELETS					+
CMV_SCHEMA_MAP					+
CRM_OPEN_WORKLIST	1410				+
CRM_PORTAL_COMPONENTS					+
CRM_TRANSFORM_UTILITY	255				+
CTL_CONFIGURATION					+
CUBE_MANAGER					+
EDI_MANAGER					+
ESTABLISH_BUSINESS_UNITS					+
MAINTAIN_PRODUCT_CONFIGURATOR					+
MAINTAIN_SECURITY					+
MAINTAIN_SOLUTION	1420P				+

Local Intranet

FIG. 14A

1470

Grid Properties

General | Columns | Label | Use

General Attributes

Main Record: PSACLMENU

Page Field Name: PSACLMENU

Occurs Level: 1

Occurs Count: 15

Unlimited Occurs Count (rows)

OK Cancel

270

1480

1490

FIG. 14B

1410 1420A 1420B 1420P 1420Q

Home > PeopleTools > Maintain Security > Users > Permission Lists		
General Pages PeopleTools Process Sign-on Times D		
Permission List ALLPANELS		
Description All Panels		
Menu Name	Edit Components	First (1) Last (2) Last
ADMINISTER_SECURITY	Edit Components	+ -
APPLICATION_ENGINE	Edit Components	+ -
APPMONITOR	Edit Components	+ -
CALLCENTER	Edit Components	+ -
CIC_PAGELETS	Edit Components	+ -
CNV_SCHEMA_MAP	Edit Components	+ -
CRM_OPEN_WORKLIST	Edit Components	+ -
CRM_PORTAL_COMPONENTS	Edit Components	+ -
CRM_TRANSFORM_UTILITY	Edit Components	+ -
CTL_CONFIGURATION	Edit Components	+ -
CUBE_MANAGER	Edit Components	+ -
EDI_MANAGER	Edit Components	+ -
ESTABLISH_BUSINESS_UNITS	Edit Components	+ -
MAINTAIN_PRODUCT_CONFIGURATOR	Edit Components	+ -
MAINTAIN_SECURITY	Edit Components	+ -
MAINTAIN_SOLUTION	Edit Components	+ -
MANAGE_INTEGRATION_RULES	Edit Components	+ -
MASS_CHANGE	Edit Components	+ -
NVISION	Edit Components	+ -
PORTAL_ADMIN	Edit Components	+ -
PORTAL_COMPONENTS	Edit Components	+ -
PORTAL_PERS_HOMEPAGE	Edit Components	+ -
PROCESSMONITOR	Edit Components	+ -
PROCESS_SCHEDULER	Edit Components	+ -
QUERY_MANAGER	Edit Components	+ -
RA_CAMPAIGN_MANAGEMENT	Edit Components	+ -
RA_CM_STRUCTURE	Edit Components	+ -
RB_DEFINE_PRODUCTS	Edit Components	+ -
RB_GENERAL_OPTIONS	Edit Components	+ -
RB_INTEGRATION_OPTIONS	Edit Components	+ -
RB_MANAGE_COMPETENCIES	Edit Components	+ -
RB_MANAGE_CUSTOMER_INFORMATION	Edit Components	+ -
RB_MANAGE_WORKFORCE	Edit Components	+ -
RB_PROCESS_INBOUND_TRANS	Edit Components	+ -
RB_STRUCTURE_SEARCHING	Edit Components	+ -
RB_WORKER_CALENDAR	Edit Components	+ -
RC_SELF_SERVICE	Edit Components	+ -
RC_SOLN_MGMT	Edit Components	+ -
REPORT_BOOKS	Edit Components	+ -
REPORT_MANAGER	Edit Components	+ -
RF_AGREEMENTS	Edit Components	+ -
RF_DEFINE_ITEMS	Edit Components	+ -
RF_DEFINE_ITEM_CONTROLS	Edit Components	+ -
RF_MAINT_ENTITLEMENTS	Edit Components	+ -
RF_MANAGE_RMA	Edit Components	+ -
RF_SERVICE_ORDER	Edit Components	+ -
RF_STRUCTURE	Edit Components	+ -
RI_CIC_HOME	Edit Components	+ -
RI_INTERACTION	Edit Components	+ -
RI_SETUP	Edit Components	+ -
RM_DELTA_UTILITY	Edit Components	+ -
RSF_FORECAST	Edit Components	+ -
RSF_LEADS	Edit Components	+ -
RSF_OPPORTUNITY	Edit Components	+ -
RSF_PRTL	Edit Components	+ -
RSF_SETUP_TABLES	Edit Components	+ -
RSF_TERRITORY	Edit Components	+ -
STRUCTURE_PROCESS_AUTOMATION	Edit Components	+ -
STRUCTURE_RC	Edit Components	+ -
TRANSLATE	Edit Components	+ -
TREEMANAGER	Edit Components	+ -
TREE_MANAGER	Edit Components	+ -
UTILITIES	Edit Components	+ -
WORKFLOW_ADMINISTRATOR	Edit Components	+ -
WORKLIST	Edit Components	+ -

225

Fig. 14C

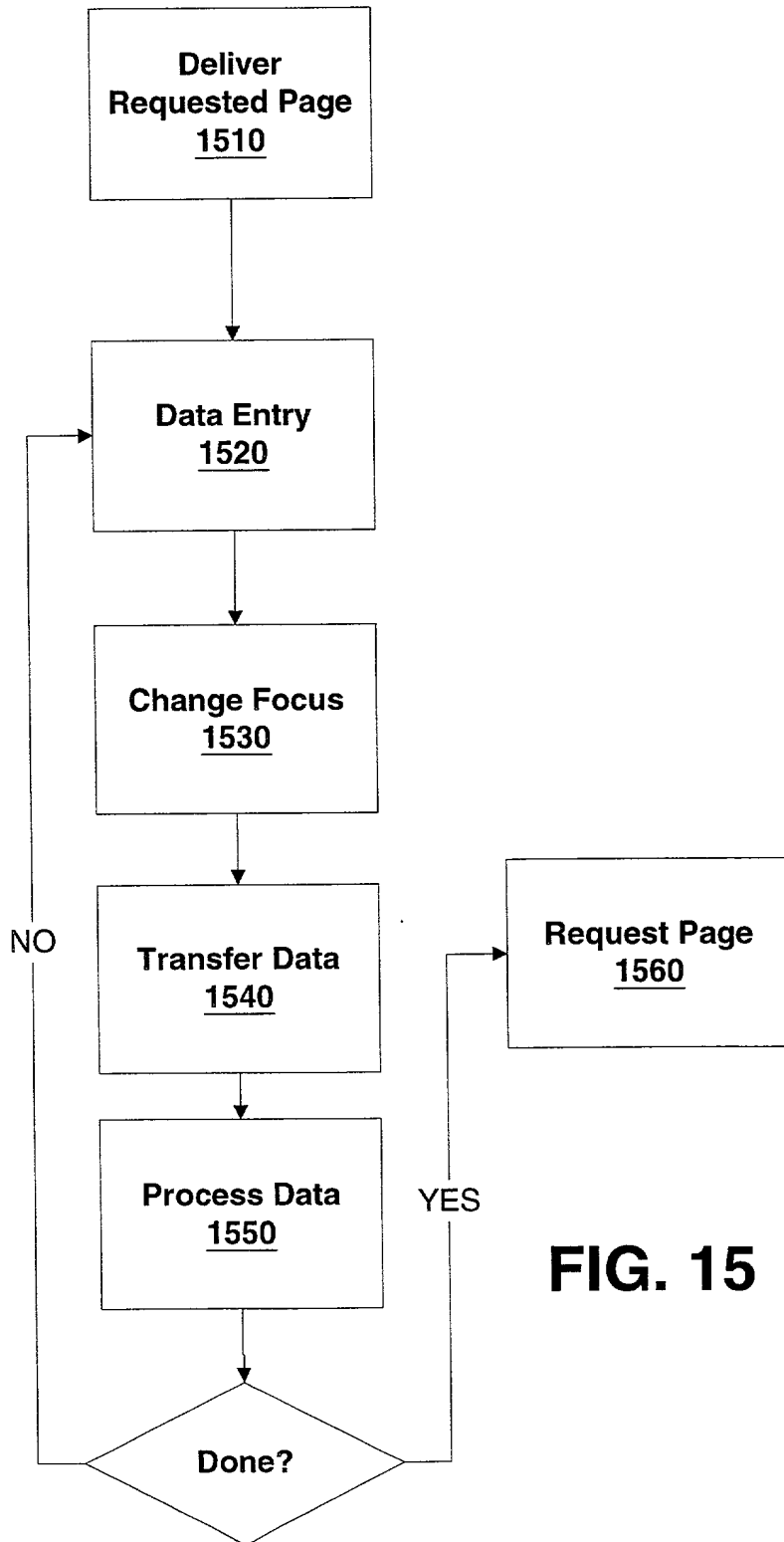


FIG. 15

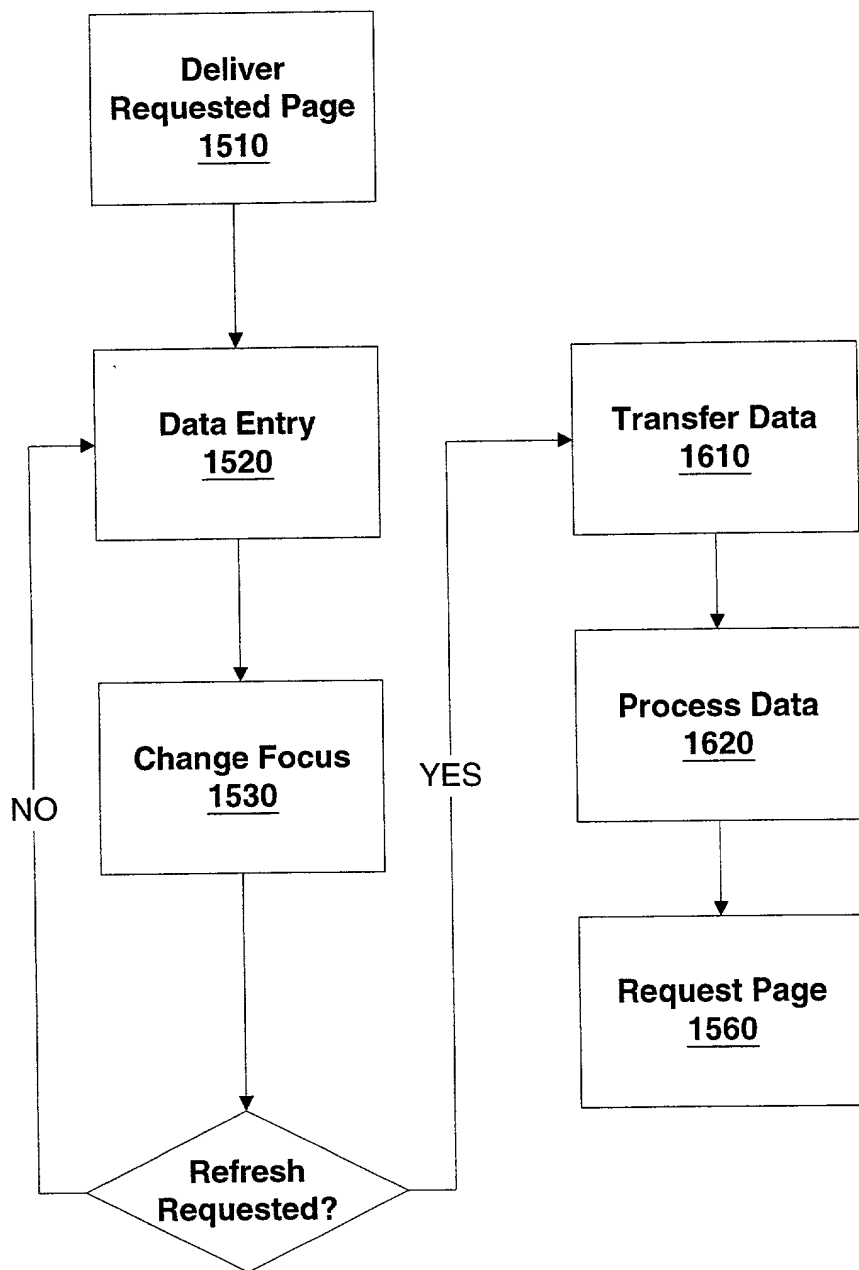


FIG. 16

Component Properties

Général | Use | Internet

Search Page

Primary Action ☐ New ☒ Search

Default Search Action: Update/Display

Default Search/Lookup Type: ☒ Basic ☐ Advanced

☒ Allow Action Mode Selection

Link To Access Add Page --

Message Set/Nbr: 124 62

Link To Access Search Page --

Message Set/Nbr: 124 63

Instructional Text --

Message Set/Nbr: 124 50

Multi-Page Navigation

☒ Display Folder Tabs (top)

☒ Display Hyperlinks (bottom)

Processing Mode

☒ Interactive ☐ Deferred

☒ Allow Expert Entry

Toolbar

Selected Toolbar Actions:

☒ Save

☐ View WorkList

☐ Return to List

☐ Next in WorkList

☐ Next in List

☐ Previous in WorkList

☐ Previous in List

☐ Add

☐ Next Page in Component

☐ Update/Display

☐ Previous Page in Component

☐ Update/Display All

☒ Refresh

☐ Correction

☒ Disable Toolbar

OK

Cancel

275

1710

1720

1730

1740

FIG. 17A

1770 1790 1780 1760 1750 1740 1730 1720 1710 1700 1690 1680 1670 1660 1650 1640 1630 1620 1610 1600 1590 1580 1570 1560 1550 1540 1530 1520 1510 1500 1490 1480 1470 1460 1450 1440 1430 1420 1410 1400 1390 1380 1370 1360 1350 1340 1330 1320 1310 1300 1290 1280 1270 1260 1250 1240 1230 1220 1210 1200 1190 1180 1170 1160 1150 1140 1130 1120 1110 1100 1090 1080 1070 1060 1050 1040 1030 1020 1010 1000 990 980 970 960 950 940 930 920 910 900 890 880 870 860 850 840 830 820 810 800 790 780 770 760 750 740 730 720 710 700 690 680 670 660 650 640 630 620 610 600 590 580 570 560 550 540 530 520 510 500 490 480 470 460 450 440 430 420 410 400 390 380 370 360 350 340 330 320 310 300 290 280 270 260 250 240 230 220 210 200 190 180 170 160 150 140 130 120 110 100 90 80 70 60 50 40 30 20 10 0

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History

Address http://localhost:7001/services/clientServlet?cmd=stat&

Go Links

View Worklist Help Sign Out

Home

Address Info

Address Seq: 1

Address Detail

Effective Date: 07/25/2001

Address Type: Business

Status: Active

Address ID: 1208

Description:

Country: USA United States

Address 1: PeopleSoft Parkway

Address 2:

Address 3:

City: Pleasanton

Country: CA California

State:

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1

Postal: 94505

Submit

Expert Entry

Phone Info

Phone Type: Business

Description: Desk

Primary Prefix: 7

Telephone Prefix: 925

Telephone Extension: 694 9479

Phone

First: 1760

Last: 1790

Done Local intranet

1770

1780

1790

1760

Fig. 17B